

CLAIMS:

What is claimed is:

1. A method of operating a communication system for telecommunication relay services, the method comprising:

receiving first call signaling for an incoming call from a calling party wherein the first call signaling indicates first information for the incoming call;

processing the first call signaling to determine the agent for the incoming call;

connecting the incoming call from the calling party to an agent;

transferring second call signaling for an outgoing call to a called party wherein the second call signaling indicates the first information for the incoming call;

connecting the outgoing call from the agent to the called party; and

translating communications between the calling party and the called party from a first type to a second type.

2. The method of claim 1 wherein the first information for the incoming call includes a calling party number.

3. The method of claim 2 further comprising processing the calling party number to determine the agent for the incoming call.

4. The method of claim 1 wherein the first call signaling indicates second information for the incoming call.
5. The method of claim 4 wherein the second information includes a dialed number.
6. The method of claim 4 further comprising processing the first information to determine a first answer type for the incoming call.
7. The method of claim 6 wherein the first answer type comprises voice.
8. The method of claim 6 wherein the first answer type comprises Baudot.
9. The method of claim 6 wherein the first answer type comprises text mode.
10. The method of claim 6 wherein the first answer type comprises video relay.
11. The method of claim 6 further comprising processing the second information to determine a second answer type for the incoming call.
12. The method of claim 11 comprising answering the incoming call using the second answer type in response to a determination that the first answer type does not exist.

13. The method of claim 11 comprising answering the incoming call using the first answer type if the first answer type differs from the second answer type.
14. The method of claim 11 comprising answering the incoming call using the first answer type if the second answer type is the same as the first answer type.
15. The method of claim 1 wherein the first call signaling comprises signaling system seven (SS7) signaling.
16. The method of claim 1 wherein the first type comprises text communications and the second type comprises speech communications.
17. The method of claim 1 wherein the first type comprises sign language communications and the second type comprises speech communications.

18. A communication system comprising:

a first interface configured to receive first call signaling for an incoming call from a calling party wherein the first call signaling indicates first information for the incoming call and receive a first type of communications for the incoming call from the calling party and transfer the communications to an agent;

a processing system configured to process the first call signaling to determine the agent for the incoming call; and

a second interface configured to transfer second call signaling for an outgoing call to a called party wherein the second call signaling indicates the first information for the incoming call and transfer a second type of communications for the outgoing call from the agent to the called party wherein the agent translated the first type of communications to the second type of communications.

19. The communication system of claim 18 wherein the first information for the incoming call includes a calling party number.

20. The communication system of claim 18 wherein the processing system is configured to process the calling party number to determine the agent for the incoming call.

21. The communication system of claim 18 wherein the first call signaling indicates second information for the incoming call.

22. The communication system of claim 21 wherein the second information includes a dialed number.

23. The communication system of claim 21 wherein the processing system is further configured to process the first information to determine a first answer type for the incoming call.

24. The communication system of claim 23 wherein the first answer type comprises voice.

25. The communication system of claim 23 wherein the first answer type comprises Baudot.

26. The communication system of claim 23 wherein the first answer type comprises text mode.

27. The communication system of claim 23 wherein the first answer type comprises video relay.

28. The communication system of claim 23 wherein the processing system is further configured to process the second information to determine a second answer type for the incoming call.

29. The communication system of claim 28 wherein the processing system instructs the agent to answer the incoming call using the second answer type in response to a determination that the first answer type does not exist.

30. The communication system of claim 28 wherein the processing system instructs the agent to answer the incoming call using the first answer type if the first answer type differs from the second answer type.

31. The communication system of claim 28 wherein the processing system instructs the agent to answer the incoming call using the first answer type if the second answer type is the same as the first answer type.

32. The communication system of claim 18 wherein the first call signaling comprises signaling system seven (SS7) signaling.

33. The communication system of claim 18 wherein the first type comprises text communications and the second type comprises speech communications.

34. The communication system of claim 18 wherein the first type comprises sign language communications and the second type comprises speech communications.